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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/427,149	10/25/1999	RICHARD E. WARD	73618/RHS-00	2803
7590	06/03/2004		EXAMINER	
Pillsbury Winthrop LLP 1600 Tysons Boulevard McLean, VA 22102			VAN DOREN, BETH	
		ART UNIT	PAPER NUMBER	
		3623		

DATE MAILED: 06/03/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/427,149	WARD, RICHARD E.	
	Examiner	Art Unit	
	Beth Van Doren	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 1 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 27 February 2004.

2a) This action is **FINAL**. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1,3-30,32-41 and 43-83 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) _____ is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) 1, 3-30, 32-41, and 43-83 are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date .

4) Interview Summary (PTO-413)
Paper No(s)/Mail Date. .
5) Notice of Informal Patent Application (PTO-152)
6) Other: .

Election/Restriction

1. The following is an election/restriction requirement in response to communications received 02/27/04.
2. Restriction to one of the following inventions is required under 35 U.S.C. 121:
 - I. Claims 1, 3-25, 30, 32-39, 41, and 43-83, drawn to creating and generating a service plan and associated workflow for a particular customer and implementing the service plan and workflow for the specific customer, classified in class 705, subclass 8.
 - II. Claims 26-29, drawn to updating a plurality of existing service plans corresponding to a respective plurality of customers by using the plurality of existing plans to identify services needed in addition to those services identified in the existing plans, selecting the group of customers in need of the identified services, and revising the group of selected customers' existing plans and workflows, classified in class 705, subclass 10.
 - III. Claim 40, drawn to grouping alert messages associated with workflow process specifications to identify the workflow process specifications that cause inappropriate alerts a certain proportion of time and updating the generic workflow specifications and associated structured sentences based on the groups identified, classified in class 705, subclass 11.
3. The inventions are distinct, each from the other because of the following reasons:

Inventions I, II, and III are related as subcombinations disclosed as usable together in a single combination. The subcombinations are distinct from each other if they are shown to be separately usable. In the instant case, invention I has separate utility of creating and implementing a workflow and service plan for a customer (i.e. no grouping of customers as in invention II and no grouping of alerts to identify problems as in invention III). Invention II has the separate utility of using a population of customers and said customers' existing service plans to identify need and perform a group revision (i.e. no grouping of alerts to identify problems as in invention III and no creation of a service plan and electronic workflow for a specific customer as in invention I (because the service plans already exists)). Invention III has the separate utility of identifying problems in the generic workflow specifications through the grouping of alerts and the alerts' appropriateness a proportion of the time (i.e. no creating of a service plan and electronic workflow for a specific customer as in invention I and no group revisions on existing service plans associated with a respective plurality of customers). See MPEP § 806.05(d).

4. Because these inventions are distinct for the reasons given above and the search required for Group I is not required for Group II, the search for Group II is not required for Group III, and the search required for Group III is not required for Group I, restriction for examination purposes as indicated is proper.

5. Applicant is advised that the reply to this requirement to be complete must include an election of the invention to be examined even though the requirement be traversed (37 CFR 1.143).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Beth Van Doren whose telephone number is (703) 305-3882. The examiner can normally be reached on M-F, 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (703) 305-9643. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

bvd

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May 26, 2004



TARIQ R. HAFIZ
SUPERVISORY PATENT EXAMINER
TECH. CENTER 3600